

Ixworth Surgery



IXWORTH SURGERY PRACTICE BOOKLET

www.ixworthsurgery.co.uk

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Please keep in a safe place

Ixworth Surgery
Peddars Close
Ixworth
Bury St Edmunds
Suffolk
IP31 2HD

Telephone:
01359 230252

Fax:
01359 232586

Branch Surgery:
**Stanton Health
Centre**
12 The Chase
Stanton
Bury St Edmunds
Suffolk
IP31 2XA

Ixworth Surgery

WELCOME

At Ixworth Surgery we acknowledge that village life remains distinct from that in a town. Our aim is to provide excellent 21st century medical care, whilst retaining the traditional style and personal approach of country doctoring.

If you wish to download a printable Practice Booklet please click [here](#). Please note you will need Adobe Reader installed on your computer to view the Booklet. It can be downloaded free at www.adobe.com

SURGERY TIMES

Ixworth:

Monday to Friday 8.00 am to 6.30 pm

Out of Hours Service from 6.30 pm to 8.00 am daily and weekends provided by Harmoni. Call 01359 230252 and the call will be redirected. In the event that the call is not redirected automatically contact Harmoni directly on telephone number 0300 130 3066. This will be charged at local call rate.

Stanton:

Monday, Tuesday, Thursday and Friday mornings
9.00 am to 11.30 am

DISABLED ACCESS

Car spaces for the disabled are marked near the front door. Wheelchair access to the building is via the front entrance. Patient services are provided at ground floor level. A disabled patients WC is provided. If access proves difficult to any of our disabled patients, we would be happy to consider any suggestions for improvement.

YOUR DOCTORS

Dr John Cannon

Senior Partner

BSc (Hons), MBBS, DRCOG, FRCGP, DFFP, D Ther
London 1976

Qualified from Kings College London in 1976. Joined Ixworth Surgery in 1981 and has interests in cardiology, therapeutics and minor surgery.

Dr Matthew Lockyer

BSc (Hons), MBBS, DCH, DRCOG, MRCGP, DFFP
London 1984

Qualified from Kings College London in 1984. Joined Ixworth Surgery in 1988 and has interests in Diabetes, Audit, Research and Child Health.

Dr Mary Brookes

MBBS, DRCOG FP Cert Charing Cross 1983

Qualified from Charing Cross in 1983. Joined Ixworth Surgery as a part time partner in 1994 and has interests in Asthma and women's health.

Dr Anne Tebbit

BSc (Hons), MBBS, MRCP(UK), DFFP London 1991

Qualified from Kings college London in 1991. Joined Ixworth Surgery as a part time partner in 1997 and has special interests in women's health.

Dr Calum Hart

MBChB, DA, ACCAM Aberdeen 1988

Qualified from Aberdeen in 1988. Joined Ixworth Surgery as a part time partner in 1999 and has special interests in immediate care and minor surgery.

WHICH DAYS ARE THE DOCTORS HERE?

Monday Morning

Dr Chandraraj
Dr Brookes
Dr Tebbit (Stanton)
Dr Hart
Dr Chan

Monday Afternoon

Dr Chandraraj
Dr Brookes
Dr Tebbit
Dr Hart
Dr Chan

Tuesday Morning

Dr Cannon (Stanton)
Dr Lockyer
Dr Brookes
Dr Tebbit
Dr Chan
Dr Hart

Tuesday Afternoon

Dr Cannon
Dr Lockyer
Dr Tebbit
Dr Hart
Dr Chan
Dr Chandraraj

Wednesday Morning

Dr Brookes
Dr Tebbit
Dr Chandraraj

Ixworth Surgery

Wednesday Afternoon

Dr Brookes
Dr Tebbit
Dr Chandraraj

Thursday Morning

Dr Cannon
Dr Lockyer (Stanton)
Dr Hart
Dr Chan
Dr Chandraraj

Thursday Afternoon

Dr Cannon
Dr Locker
Dr Chan
Dr Chandraraj

Friday Morning

Dr Cannon
Dr Lockyer
Dr Chan (Stanton)
Dr Chandraraj

Friday Afternoon

Dr Cannon
Dr Lockyer
Dr Chan
Dr Chandraraj

YOUR STAFF

MANAGEMENT TEAM:	Anne Orpin & Sophie Sellars
CARERS CO-ORDINATOR:	Sue Nutt
NURSING TEAM:	Margery Ashford, Kim Swales & Rachel Peters-Usherwood
HEALTHCARE ASSISTANTS:	Kathrin Dodge & Geraldine Bush
PHARMACIST:	Stephen Ashfield
DISPENSING TEAM:	Justine, Linda, Julia, Sue, Jane, Jacqueline, Lesley, Barry, Graham, Amy
MEDICAL SECRETARIES:	Patricia, Anita, Josephine, Kathy, Carol
RECEPTION TEAM:	Liz, Alex, Julie, Dianne, Kirsty, Kathy, Deborah
DATA/ADMINISTRATION TEAM:	Haley, Sara, Sue, Kirsty
HOUSEKEEPER:	Linda

ASSOCIATED STAFF

DISTRICT NURSES: Tel: 01359 231833

Within the Surgery, the Practice provides a base for community nurses employed by the PCT. Their task is to provide nursing care to patients who are too unwell to leave their homes and patients requiring homecare following a stay in hospital. These nurses work in close liaison with the Doctors who refer patients to them when necessary. They can be contacted by telephoning the above number.

A Wound/Leg Ulcer Clinic is run by the District Nurses every Tuesday and Friday from 9.00 am at which wounds are dressed and advice is given

MIDWIFE: Tel: 01359 253925

The midwife, with the Doctor, provides antenatal and postnatal care. She runs a weekly antenatal clinic at the Surgery. She organises antenatal classes and also visits all mothers and new babies following their discharge from hospital.

HEALTH VISITING TEAM: Tel: 01359 253915

The Health visitors are registered nurses with extended training in family relationships and child development. Their aim is to promote health and prevent ill health.

Child Health Clinics:

Ixworth Surgery 2nd and 4th Wednesday of each month
11.00-12.30pm.

Stanton Bluebells Children's Centre every Tuesday 2.00-3.30pm

RAF Honington Community Centre 1st and 3rd
Thursday of each month 10.00-12.00pm

DIETICIAN

If indicated the doctor will refer you to the Dietician who visits the surgery once a month.

CHIROPODIST

NHS appointments are made through Stanton Health Centre.

CARERS' CO-ORDINATOR

Anyone who cares for a relative or friend is recognised and cherished at this surgery. If you are a carer and require further information, advice, support or reassurance please contact Sue Nutt on 01359 230252 for an appointment or to arrange a home visit.

ORTHOPTIC CLINIC

The Orthoptic Clinic is held once a month. Appointments are made by referral from your Doctor.

Ixworth Surgery

DISPENSARY/REPEAT PRESCRIPTIONS

Opening Times:

Monday to Friday 8.30 am to 6.30 pm

Saturday 9.00am to 1.00pm

We dispense medicine directly from the surgery to almost all patients. We can also make up prescriptions issued elsewhere eg own GP, dentist or the hospital for patients or people not registered with us.

We stock most common medicines and can obtain special drugs.

Payment can be made by cash or credit card.

How do I get a repeat prescription?

We have a computerised prescribing system and if you need regular medication you will be given a printout with the drugs you take listed on it. Tick the items you require and either bring the printout to dispensary, send it by post, fax or complete the online Repeat Prescription form. We do not take requests for repeat prescriptions by telephone, as drug names may be misunderstood.

****Please order your repeat prescription well in advance****

On leaving your order at dispensary during the working week it will take 48 hours (if ordered before 5pm) for your repeat prescription to be processed, excluding Saturdays, Sundays and Bank Holidays. The usual quantity is for one month (28 days). Sometimes you will be asked to see a doctor before any more repeat prescriptions are given.

Repeat prescription delivery service

Bardwell – a home delivery service is available. All requests must be put into the surgery either by hand, fax, post or using the online repeat prescription form.

Pakenham – requests collected from the Post Office on Tuesday afternoon and medication delivered on Thursday afternoon.

Stanton – requests collected and delivered every day to Stanton Health Centre between 9.30am and 1.30pm.

Troston – requests collected from Chiropodists on Tuesdays and medication delivered on Thursdays.

Walsham Le Willows – requests collected from Rolfe's Butchers on Tuesday morning and medication delivered on Thursday afternoon.

If you use any of the above delivery services you can pay for your prescription by cash or credit card

Only patients under 16 or over 60 are exempt from NHS prescription charges and do not need to advise us

of their exemption. If you are exempt from payment for any other reason eg medical exemption certificate, pre-payment certificate, income support etc, please advise us each time you order medication so that we can fill in the reverse of the prescription on your behalf.

OTHER INFORMATION

Practice Area

Stanton, Walsham Le Willows, Wattisfield, Badwell Ash, Gt Ashfield, Stowlangtoft, Norton, Tostock, Thurston, Gt Barton, Pakenham, Ixworth, Bardwell, Hepworth, Barningham, Market Weston, Coney Weston, Ixworth Thorpe, Sapiston, Euston, Fakenham Magna, Honington, Troston, Gt Livermere, Lt Livermere, Ampton, Ingham, Barnham

How Do I Register?

Providing you reside within our Practice area as above, you can register with us. It's easy! Simply call into the surgery and complete a Registration Form. On completion of the form, you will be registered onto our computer system and will be eligible for medical assistance straight away. Your medical records will be automatically transferred by the Health Authority from your previous Practice, a New Patient Check with the Health Care Assistant is available on request. This is a basic appointment to gather medical history etc and to welcome you to our Practice.

Temporary Residents

We provide a Temporary Patient service for anyone staying within our Practice area. This could be whilst on holiday, staying with relatives etc. Just call into the Surgery, fill in one of our Temporary Resident Forms and we will assist you.

How do I make an appointment?

All consultations are by appointment and should be made at Reception or by telephone 01359 230252 during opening hours. Please book well in advance for routine appointments. The receptionist will offer you the next available appointment, but if you feel your problem warrants an urgent appointment, the duty doctor/nurse practitioner will contact you.

Appointment for blood tests need to be booked with the Phlebotomist on Tuesday or Thursday afternoons between 2.00 pm–3.45 pm or with the Healthcare Assistant during morning surgeries.

Failure To Attend An Appointment (DNA)

If you no longer require your appointment, please phone to cancel it – someone else may need it!

Ixworth Surgery

What if I want to know the result of a test?

Please telephone 01359 230252 after 2.00pm. This line is confidential

What if I want to request a visit?

Telephone 01359 230252 between 8.30am and 9.15am if possible and ask the receptionist. The request will be passed to the duty doctor who may contact you and offer advice as well as discussing the visit. Alternatively the duty doctor may ask the receptionist to contact you confirming that your visit has been accepted.

What if I want to talk to a doctor on the telephone?

Telephone 01359 230252 and ask to speak to the doctor. The doctors are happy to talk to you on the telephone as this can sometimes save having an appointment. However, the doctors are not interrupted during their surgeries so please try to telephone between 11.00am and 1.00pm when they will usually be able to speak to you. If they are not available at the time please be prepared to leave a message so they can return your call.

What if I need a special medical examination?

Telephone 01359 230252 and the receptionist will make an appointment for you. Each doctor has set appointment times for such examinations as they require more time than can be allocated during a normal surgery.

Out of Hours

If you need urgent medical attention or advice when the surgery is closed telephone the surgery on 01359 230252. Your call will be transferred to Harmoni, where you will be able to speak to a Nurse or GP. The Suffolk Primary Care Trust is responsible for the commissioning of the Out of Hours Service.

Patient Responsibility

Patients are asked to keep appointments promptly and to notify the surgery as soon as possible of a cancellation. Valuable surgery time is wasted by those patients who do not attend booked appointments. Patients who are violent or abusive to Doctors, Staff or other persons on practice premises may be removed from the practice list and referred to Suffolk Primary Care Trust for registration at another practice.

The Library

We have an extensive range of leaflets and books for loan – please ask at Reception.

Information

The Doctors, Staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information. The Data Protection Act requires everyone who handles personal

information to comply with a number of important principles and these are strictly adhered to within the surgery. Everyone should be able to see the information that is kept in their medical records. If you wish to see your own medical records you should ask your Doctor or submit a request in writing to the Practice. We will only give your relatives, friends and carers information if you want us to.

The Patient Association

This group was established in 1988 and all patients who register with Ixworth Surgery are automatically members. There are no charges.

The aims of the group are:

- To enhance communication and collaboration between the patients and the surgery
- To provide a volunteer transport scheme to enable patient with no other means of reaching either the Ixworth or Stanton surgery to attend for consultation and/or treatment. A small charge is made for this service.
- To arrange public meetings to provide information and education on matters of health and patient care.
- Occasionally arranging fund-raising activities for specific projects.

For further information please see the notice board at Ixworth surgery or ask at Reception.

Nursing Responsibilities

Our Nursing Team are able to deal with a wide range of items, freeing up valuable Doctors time for those more complex cases. Below are just a few examples, if you are unsure please ask the receptionist who will be more than happy to ensure your appointment is booked with the most appropriate clinician.

Cervical Smears	Cuts/Abrasions etc
Asthma Checks	Dressings
Well Man?Woman Checks	Ear Syringing
Contraceptive Advice	Blood Tests/Blood Pressure
Diabetic Advice	Minor Surgery
Diet Advice	Baby Immunisation Clinic
Menopause and HRT Advice	Anti Smoking
Minor Illness	

Healthcare Clinic

Our Healthcare Assistant also offers Blood Tests, ECGs, Blood Pressure checks, New Patient checks, Stop Smoking, Weight Clinic and Dressings.

Traveling Abroad

We offer travelling vaccinations and information for people travelling abroad, some of which are chargeable. Please contact us as soon as possible after booking your trip abroad, in some instances it can take up to three weeks for our practice nurse to get back to you with the details of what vaccinations are required. Alternatively you can visit the website www.fitfortravel.nhs.uk and then contact us to arrange an appointment, stating it is for travel vaccination.

Advice On Self Certification

Any patients off sick from work for any length of time can self certify for the first working week. Only after then will you require a Medical Certificate signed by your Doctor.

Complaints Procedure

While we strive to give all our patients the best possible service, we appreciate from time to time complaints arise and will listen and rectify any problems we are notified of. In the first instance you need to put any complaints in writing and address to the Practice Manager.

List Of Services & Ancillary Services

The services of speech therapy, chiropody and physiotherapy are provided by the PCT and your Doctor can refer you for these services if necessary.

NHS Direct - Get the right treatment

Self Care – Can you treat yourself at home? A well stocked medicine cabinet will help you with common illnesses and cuts and bruises

Pharmacist – Have you visited your pharmacist or chemist? From sprains to stomach upsets, your local pharmacist is qualified to give expert advice without an appointment.

NHS Direct – Have you called NHS Direct? Call 24 hours a day on 0845 4647 for free expert health advice and reassurance.

NHS Direct Online – You might find it useful to visit the NHS Direct Online Website for health advice for you and you family. www.nhsdirect.nhs.uk

GP's Surgery – Do you need to visit your GP's surgery? For jabs, prescriptions, medical advice and care, call for an appointment with your GP, Practice Nurse or Nurse Practitioner.

A&E/999 – Do you need emergency hospital treatment? Call 999 or visit A&E for emergencies such as loss of consciousness, severe chest pain, serious accidents or loss of blood.

USEFUL WEBSITE LINKS

www.suffolk.nhs.uk

www.nhsdirect.nhs.uk

www.doh.gov.uk (Department of Health)

www.foi.nhs.uk (Freedom of Information)